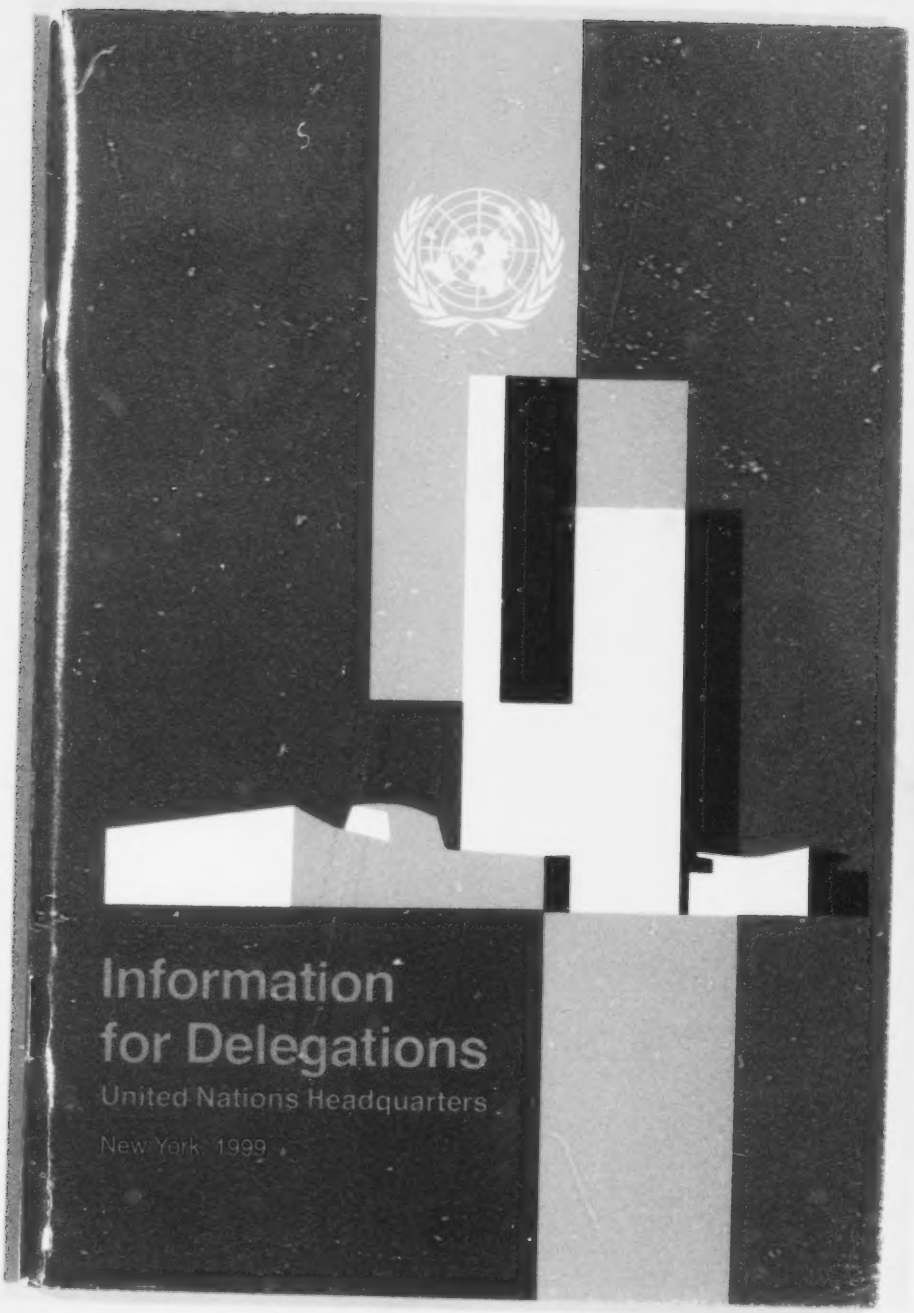
Information
for Delegations
United Nations Headquarters
New York 1999

Information
for Delegations

United Nations Headquarters

New York, 1999

Note

This booklet contains information of a general nature about United Nations Headquarters and is applicable throughout the fifty-fourth session. For information on telephone system at United Nations Headquarters please refer to page 80 under Telecommunications Services.

Changes to the booklet should be addressed to the General Assembly Servicing Branch, room S-2935D, ext. 32996. Fax: 963-4230. e-mail: dizon@un.org.

This booklet is available on the Internet: United Nations Website (http://www.un.org/geninfo).

ST/CS/49
September 1999

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I. Introductory information

United Nations Headquarters occupies an 18-acre tract of land on Manhattan Island. The site is bounded on the south by 42nd Street, on the north by 48th Street, on the west by what was formerly a part of First Avenue and is known now as United Nations Plaza, and on the east by the East River and Franklin D. Roosevelt Drive. The site is owned by the United Nations and is international territory.

The five main structures, all interconnected, comprising Headquarters are the General Assembly building, which contains, besides the plenary hall, a large conference room and four medium-sized meeting rooms; the long, low Conference building parallel to the river, which contains council chambers, conference rooms, lounges and restaurants; the 39-storey skyscraper office building, which houses the Secretariat; the Library building; and the South Annex building. The General Assembly Hall and the council chambers are on the second floor level while all the other conference rooms in both buildings are on the concourse level. All conference rooms, council chambers and the plenary hall may be reached from the Delegates' Entrance in the General Assembly building.

Several buildings adjacent to the Headquarters also house some of the United Nations offices including the UNICEF House (UNICEF), DC1 (UNDP) and DC2 (Department of Economic and Social Affairs) which are located along 44th Street.

Entrance

In order to enter and to park at Headquarters, delegation cars must have United Nations diplomatic licence plates ("D" plates) plus a special identification decal for the fifty-fourth session of the General Assembly. (For information on obtaining parking decals, please see page 83.)

Grounds passes and admission to meetings

U.N. grounds passes to members of delegations to regular and special sessions of the General Assembly and all other calendar meetings at Headquarters are issued by the Protocol and Liaison Service (Room S-201, ext. 7181). Tickets for admission to the Public Galleries of the General Assembly Hall and Security Council may also be obtained from Protocol upon written request by the Permanent/Observer Mission.

The Protocol and Liaison Service issues passes to members of official delegations of member and observer states, intergovernmental organizations, specialized agencies and some other categories of participants, such as petitioners.

In order to accredit delegates to a specific U.N. calendar meeting, permanent and observer missions must submit to Protocol, properly filled-out SG.6 forms which can be obtained from Protocol in English, French and Spanish. Once authorized by the Protocol and Liaison Service, the forms should then be picked up by Permanent and Observer Missions for processing at the U.N. Pass and ID Office. Delegates participating at a U.N. meeting for the first time must appear in person at the Pass and ID Office with the authorized SG.6 form and process the application. Passes for

the delegates who have been previously entered into the electronic system of the Pass and ID Office may be claimed by the representatives of Permanent/Observer Missions on the basis of the authorized SG.6 forms.

Special VIP passes without photos are issued by Protocol, upon request, to Heads of State and Government, Vice-Presidents and members of royal families participating in the United Nations Conferences. Participants on the level of Cabinet Ministers are issued VIP passes with photographs. An appropriate request with two passport-size photographs should be sent to the Protocol and Liaison Service, 24 hours in advance of the issuance. It is not necessary to fill out SG.6 forms to the above-mentioned categories of participants. Spouses of delegates are entitled to the same type of pass.

Media correspondents with the written press, film, television, photo, radio and other media organizations are accredited by the Media Accreditation and Liaison Unit of the News and Media Division, Department of Public Information (room S-0250, ext. 36934, 36936, 36937, 33866, 32393 and 37146), where tickets entitling them to attend open meetings may also be obtained (ext. 37164).

Designated representatives of non-governmental organizations in consultative status with the Economic and Social Council are issued grounds passes through the Non-Governmental Organizations Section of the Department of Economic and Social Affairs (room DC1-1480, ext. 38652 and 34842).

Designated representatives of non-governmental organizations associated with the Department of Public Information are issued grounds passes on an annual basis through the Non-Governmental Organizations Section of the Public Affairs Division of the Department of Public Information

(DPI/NGO Resource Centre, room LIB-31, ext. 37234, 37078 and 37233).

Security

The United Nations Security and Safety Service operates on a 24-hour basis from room C-113 (ext. 36666), located on the main level of the Conference building. In addition to providing security and safety on a 24-hour basis at Headquarters, the Service will:

(*a*) Issue grounds passes, which members of delegations may obtain on the first floor of the UNITAR building, 45th Street and First Avenue (First Avenue entrance) from 9 a.m. to 1 p.m. and from 2 p.m. to 5.30 p.m. from the first day of the fifty-fourth session of the General Assembly until its recess in December and from 9 a.m. to 1 p.m. and from 2 p.m. to 5 p.m. for the remainder of the year, after being authorized by the Protocol and Liaison Service;

(*b*) Receive official telephone calls, telegrams and cables requiring follow-up action after normal working hours;

(*c*) Assist in locating and notifying the Organization's senior officials in an emergency;

(*d*) Liaise with national security representatives regarding protection arrangements for dignitaries;

(*e*) Liaise with local authorities whenever outside emergency assistance (e.g. ambulance, medical, police) is required;

(*f*) Handle lost and found property. Lost property should be handed over to or claimed from the first floor of the

UNITAR building (ext. 37533) during regular working hours.

Missing grounds passes should be reported without delay to the Special Services Unit (room S-0101, ext. 37531).

Delegates are reminded not to leave briefcases or any valuable items unattended in conference rooms.

Information

(Telephones and desk locations)

The Information Unit (ext. 37113) will advise on:

(*a*) The location and telephone numbers of delegations;

(*b*) The office or official to be contacted for technical queries;

(*c*) The location and telephone extensions of services, information media and United Nations clubs.

For information concerning the location and telephone numbers of Secretariat members, dial "0". (For further information regarding the telephone system of various offices in the United Nations, please see page 80.)

Information desks

- *General Assembly building*
  Public lobby (ext. 37758)
- *UNDC 1 building*
  Office lobby (ext. 38998)
- *UNDC 2 building*
  Office lobby (ext. 34989)
- *UNICEF House*
  Office lobby (326-7524)

Bulletin boards displaying the programme of meetings are located on the first floor of the General Assembly building just inside the Delegates' Entrance and on the concourse level between the General Assembly building and the Conference building.

Medical Services

The Medical Services Division provides emergency medical assistance to delegates and members of diplomatic missions accredited to the United Nations. A UN Medical Officer can be consulted during official working hours (9 a.m. to 5 p.m.), at the Medical Clinic located in the Secretariat Building. Appointments for medical consultations with a specialist in New York City can also be arranged through the nurses during official working hours.

The Medical Clinics are situated at the following locations:

Location: 1. Secretariat Building — Room S-0535, Telephone extension: 37090

2. DC1 Building — Room DC1-1190, Telephone extension: 38990

3. UNICEF House — Room H-0545, Telephone extension: 57541.

Time: 1. Secretariat Building: the Medical Clinic is open on working days from 8.30 a.m. to 6 p.m. Physicians are available from 9 a.m. through 5 p.m.

2. DCI Building: the Medical Clinic is open on working days from 9.30 a.m. to 5.30 p.m.
3. UNICEF House: the Medical Clinic is open on working days from 9 a.m. to 5 p.m.

Special arrangements from September through December will be available at the Secretariat Building Medical Clinic in addition to the above timetable, up to 11.30 p.m. on weekdays and from 11 a.m. to 7 p.m. on Saturdays.

Aside from the above timetable, assistance could be obtained in emergency situations (hospital, emergency room, ambulance services, etc.) by contacting security services, at telephone number (212) 963-6666, or on extension 36666 from within.

Facilities for the disabled

Facilities available in the meeting areas are:

Accessible restroom facilities are located in the General Assembly building first basement in the public concourse area, and in the "Neck" linking the General Assembly building and Conference building in the Third Basement. The restroom at the rear of the General Assembly Hall is also accessible.

In the Conference building, the restrooms on the second floor are accessible to the handicapped.

Elevators accessing the first floor and above in the Conference and General Assembly buildings are attended.

The Visitor's Entrance at 46th Street and First Avenue includes a ramp, allowing access both to the General Assembly and to the gardens.

Accessible automatic teller machines are located at the south end of the main corridor on the first floor of the Conference building.

Protocol and Liaison Service

The Protocol and Liaison Service is an integral part of the Executive Office of the Secretary-General of the United Nations. It is located on the second floor of the United Nations Secretariat building [room S-201, ext. 7172]. It provides the following services to the Permanent and Observer Missions, to delegations to regular and special sessions of the General Assembly, as well as to all other calendar meetings at the UN Headquarters, and to the United Nations Secretariat:

(*a*) Oversees and coordinates visits to the United Nations of Heads of State and Government and other dignitaries in connection with regular and special sessions of the General Assembly and during interim periods;

(*b*) Prepares detailed programmes of visits to the United Nations of Heads of State and Government and provides logistic and protocol coverage of their activities at the United Nations, including their participation in the work of the General Assembly and other UN organs, meetings with the Secretary-General, involvement in protocol and social events, etc.;

(*c*) Organizes and coordinates special ceremonies held at the UN Headquarters — such as admittance of new members to the United Nations, flag raisings,

presentation of credentials by new Permanent Representatives, unveiling of gifts to the United Nations from the member states, memorial and other services;

(*d*) Prepares and coordinates protocol, social and ceremonial activities of the Secretary-General and Deputy Secretary-General at the United Nations, advises them on matters of protocol and diplomatic etiquette;

(*e*) Prepares some of the official visits of the Secretary-General to the capitals of member states and to international meetings and provides protocol coverage of his activities during those visits;

(*f*) Assists permanent missions and delegations on matters of protocol and diplomatic etiquette, provides advice on preparation of social and protocol events hosted by Permanent Representatives and other members of delegations;

(*g*) Accredits members of delegations to the regular and special sessions of the General Assembly, UN Conferences, and all other calendar meetings at UN Headquarters and authorizes the issuance of UN grounds passes to all categories of delegates. Provides VIP passes for Heads of State and Government and other dignitaries on the ministerial and comparable level;

(*h*) Issues protocol UN grounds passes to personal guests of the Permanent Representatives and visiting officials at the request of Permanent and Observer Missions;

(*i*) Regulates admittance and placement of the VIPs and other invitees of the delegations in the General Assembly Hall and in other areas of the United Nations Headquarters;

(*j*) Collects credentials of the delegations to the regular and special sessions of the General Assembly and transmits them to the Credentials committee of the General Assembly;

(*k*) Receives from Permanent and Observer Missions and publishes comprehensive membership lists of delegations to the regular and special sessions of the General Assembly;

(*l*) Maintains a calendar of social events at the Headquarters in order to assist delegations in planning their schedule of social and protocol activities;

(*m*) Verifies and approves parking decals for the transportation of the Permanent and Observer Missions, and — in exceptional cases — for rented vehicles of the delegations.

	Ext.	Room
Ms. Nadia Younes Chief of Protocol	37171	S-0201A

I. *Assistant Chief of Protocol*

Mr. Igor L. Novichenko	37177	S-0201B

Armenia
Azerbaijan
Belarus
Bulgaria
Czech Republic
Democratic People's Republic of Korea
Eritrea
Ethiopia
Ghana
Hungary
Iran (Islamic Republic of)
Iraq
Kazakhstan
Kyrgyzstan
Lao People's Democratic Republic
Libyan Arab Jamahiriya
Mali
Marshall Islands
Mongolia
Morocco
New Zealand
Poland
Republic of Moldova
Romania
Russian Federation
San Marino
Slovakia
Slovenia
South Africa
Tajikistan
The former Yugoslav Republic of Macedonia
Trinidad and Tobago
Tunisia
Turkey
Turkmenistan
Uganda
Ukraine
Uzbekistan
Viet Nam
Yemen
Yugoslavia
Zambia

Observers

Palestine
Commonwealth of Independent States
Economic Cooperation Organization
International Organization of la Francophonie
International Seabed Authority

II. *Protocol and Liaison Officers*

A. Mr. Paulose T. Peter 37179 S-0201M

Afghanistan
Australia
Austria
Bahamas
Bangladesh
Bhutan
Fiji
Georgia
Germany
Greece
Iceland
India
Israel
Italy
Jamaica
Japan
Lesotho
Liberia
Lithuania
Malaysia
Mauritius
Micronesia
Myanmar
Nepal
Netherlands
Nigeria
Oman
Qatar
Republic of Korea
Sierra Leone
Suriname
Swaziland
Sweden
Syrian Arab Republic
United Arab Emirates
United Kingdom of Great Britain and Northern Ireland
United Republic of Tanzania
Zimbabwe

Observers

Holy See
Customs Cooperation Council
International Committee of the Red Cross
International Federation of Red Cross and Red Crescent Societies
International Tribunal for the Law of the Sea
League of Arab States
South Pacific Forum

B. Mrs. Almudena de Ameller 37178 S-0201C

Albania
Andorra
Argentina
Bolivia
Chile
Colombia
Costa Rica
Cuba
Cyprus
Dominica
Dominican Republic
Ecuador
El Salvador
Equatorial Guinea
Guatemala
Haiti
Honduras
Mexico
Nicaragua
Pakistan
Palau
Panama
Paraguay
Peru
Philippines
Saint Vincent and the Grenadines
Samoa
Spain
Togo
Uruguay
Venezuela

Observers

Switzerland
Agency for the Prohibition of Nuclear Weapons in Latin America and the Caribbean
Andean Community
Association of Caribbean States
Caribbean Community
Central American Integration System
Council of Europe
European Community
Latin American Economic System
Latin American Parliament
Organization for Security and Cooperation in Europe
Organization of American States

C. Mr. Runping Wang 35941 S-0201N

Angola
Antigua and Barbuda
Barbados
Bosnia and Herzegovina
Brazil
Brunei Darussalam
Cameroon
Canada
Cape Verde
China
Denmark
Estonia
Finland
Gambia
Grenada
Guyana
Indonesia
Jordan
Kenya
Kuwait
Latvia
Lebanon
Malawi
Malta
Mozambique
Norway
Papua New Guinea
Portugal
Saint Kitts and Nevis
Saint Lucia
Sao Tome and Principe
Saudi Arabia
Seychelles
Singapore
Solomon Islands
Sri Lanka
Sudan
Thailand

Observers

African, Caribbean and Pacific Group of States
African Development Bank
Asian-African Legal Consultative Committee
Commonwealth Secretariat
International Organization for Migration
Organization of African Unity
Permanent Court of Arbitration

Information for delegations

D. Ms. Michèle Fatima Alzouma 37180 S-0201O

Algeria
Bahrain
Belgium
Belize
Benin
Botswana
Burkina Faso
Burundi
Cambodia
Central African Republic
Chad
Comoros
Congo
Côte d'Ivoire
Croatia
Democratic Republic of the Congo
Djibouti
Egypt
France
Gabon
Guinea
Guinea-Bissau
Ireland
Liechtenstein
Luxembourg
Madagascar
Maldives
Mauritania
Monaco
Namibia
Niger
Rwanda
Senegal
Somalia
United States of America
Vanuatu

Observers

International Criminal Police Organization (INTERPOL)
Organisation for Economic Cooperation and Development
Organization of the Islamic Conference
Sovereign Military Order of Malta

List of permanent missions to the United Nations

The Protocol and Liaison Service publishes twice a year a handbook entitled "Permanent Missions to the United Nations" (Blue Book). This publication lists the diplomatic personnel of member and non-member states, the staff of intergovernmental organizations accredited to the United Nations as observers and the staff of liaison offices of the specialized agencies as well as the membership of the principal organs of the United Nations.

A weekly addendum to the above-mentioned publication records all interim movements of personnel and any changes in address, telephone/telefax numbers, national holiday, etc. contained in the "Blue Book".

Credentials

Credentials are required for representatives of States members of the General Assembly, the Security Council, the Economic and Social Council and the Trusteeship Council. For the sessions of the General Assembly, credentials of representatives (issued by the Head of State or Government or by the Minister for Foreign Affairs) should be submitted to the Secretary-General, not less than one week before the opening of the session through the Secretary of the Credentials Committee, Office of Legal Affairs (room S-3420A, ext. 35358) or the Protocol and Liaison Service (room S-201).

II. The General Assembly and its Main Committees

Fifty-fourth regular session

Information on the General Assembly is available electronically on the Internet through the UN Website: http://www.un.org, select "About the UN", select "Principal Organs of the UN" button and select "General Assembly" or access the General Assembly Home Page directly at http://www.un.org/docs/ga/gahome.htm.

Information on the General Assembly is also available in French (http://www.un.org/french/ga), in Spanish (http://www.un.org/spanish/aboutun/organs/ga.htm) and in Russian (http://www.un.org/rusian/basic/mainorg/gassembl.htm) on the Website.

Office of the President

The Office of the President of the General Assembly is located on the second floor of the Conference building.

	Ext.	Fax	Room
Office of the President	37555	33301	C-204
Spokesperson	37555	33301	C-204

Secretariat arrangements for the General Assembly

The Secretary-General acts in that capacity at all meetings of the General Assembly.

General responsibilities for the work of the Secretariat in connection with the General Assembly are vested in the Under-Secretary-General for General Assembly Affairs and Conference Services.

The Director of the General Assembly and ECOSOC Affairs Division coordinates the work of the session. He also assumes direct responsibility for the servicing of plenary meetings and the meetings of the General Committee.

Specific responsibility for the work of the Main Committees and other committees or organs is vested in the representatives of the Secretary-General to those committees, namely, the under-secretaries-general or other officials listed below under the appropriate committee. The secretaries of the Main Committees and other committees or organs of the General Assembly, who are also listed below, are provided by the appropriate departments or offices of the Secretariat.

Plenary meetings of the General Assembly and meetings of the General Committee

	Ext.	Fax	Room
Under-Secretary-General for General Assembly Affairs and Conference Services			
Mr. Jin Yongjian	38362	38196	S-2963A

Questions relating to the work of the Assembly should be referred to the General Assembly Affairs and ECOSOC Division.

Director			
Mr. Vadim Perfiliev	30725	34199	S-2977A
		e-mail: perfiliev@un.org	

General Assembly Servicing Branch
Fax: 963-4230

Coordination, procedures, documentation and organizational matters

Chief			
Mr. Ozdinch Mustafa	32332		S-2925A
		e-mail: mustafa@un.org	
Deputy Chief			
Ms. Catherine Boivin	32336		S-2925C
		e-mail: boivin@un.org	
Ms. Margie Kam	32335		S-2925B
		e-mail: kam@un.org	

Ms. Mayra Alejandro	32633	S-3001F
Ms. Yuko Kato	32333	S-3001E
		e-mail: kato@un.org
Ms. Carmencita Dizon	32996	S-3001D
		e-mail: dizon@un.org

Arrangements for the list of speakers
Fax: 963-3783

Ms. Joyce Sulahian	35063	S-3001H
		e-mail: sulahian@un.org
Ms. Nicolle Matias-Veyne	35063	S-3001G
		e-mail: matias-veyne@un.org

While meetings of the General Assembly are in progress, the staff listed above may be reached at ext. 37786/ 37787.

All those listed above deal with matters relating to plenary meetings of the General Assembly and meetings of the General Committee.

Questions on other matters should be referred to the appropriate offices listed below.

Documentation Programming and Monitoring Unit

Ms. Eslyn Sylvester	35432	S-3001A
		e-mail: sylvester@un.org
Ms. Faika Jackson	39221	S-3001C
		e-mail: jacksonf@un.org
Ms. Nilima Silver	32348	S-3001B
		e-mail: silvern@un.org

Main Committees of the General Assembly

	Ext.	Fax	Room
First Committee			
Under-Secretary-General for Disarmament Affairs			
Mr. Jayantha Dhanapala	31570	34066	S-3170A
Secretary of the First Committee			
Mr. Lin Kuo-chung	35595	35305	S-2977H
Special Political and Decolonization Committee (Fourth Committee)			
Under-Secretary-General for Peacekeeping Operations			
Mr. Bernard Miyet	38079	39222	S-3727B
Under-Secretary-General for Political Affairs			
Mr. Kieran Prendergast	35055	35065	S-3770A
Assistant Secretary-General for Political Affairs			
Mr. Alvaro de Soto	35034	39297	S-3527A
Assistant Secretary-General for Political Affairs			
Mr. Ibrahima Fall	34049	38976	S-3570A
Under-Secretary-General for Communications and Public Information			
Mr. Kensaku Hogen	36830	34361	S-1027A

Commissioner-General of the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA), Gaza
Mr. Peter Hansen 32255 935-7899 DC2-1755*
Two UN Plaza

Secretary of the Special Political and Decolonization Committee
Mr. Mohammad Sattar
34272 35305 S-2977G

Second Committee

Under-Secretary-General for Economic and Social Affairs
Mr. Nitin Desai 35958 31010 DC2-2320

Executive Secretary of the Economic Commission for Europe (ECE), Geneva
Mr. Yves Berthelot 36905 31500 S-3127A**

Executive Secretary of the Economic and Social Commission for Asia and the Pacific (ESCAP), Bangkok
Mr. Adrianus Mooy 36905 31500 S-3127A**

Executive Secretary of the Economic Commission for Latin America and the Caribbean (ECLAC), Santiago
Mr. Jose Antonio Ocampo
36905 31500 S-3127A**

* New York liaison office.

** New York office.

Executive Secretary of the Economic Commission for Africa (ECA), Addis Ababa
Mr. K. Y. Amoako 36905 31500 S-3127A*

Executive Secretary of the Economic and Social Commission for Western Asia (ESCWA), Beirut
Mr. Hazem El-Beblawi
36905 31500 S-3127A*

Executive Director of the United Nations Children's Fund (UNICEF)
Ms. Carol Bellamy
326-7028 326-7758 H-1380
UNICEF House

Executive Director of the World Food Programme
Ms. Catherine Ann Bertini
38364 38019 DC2-2500**
Two UN Plaza

Executive Director of the United Nations Institute for Training and Research (UNITAR), Geneva
Mr. Marcel André Boisard
39683 30995 DC1-0603**
One UN Plaza

* New York office.

** New York liaison office.

Secretary-General of the United Nations Conference on Trade and Development (UNCTAD), Geneva
Mr. Rubens Ricupero
36895 30027 DC2-1120*
Two UN Plaza

Administrator of the United Nations Development Programme (UNDP)
Mr. Mark Malloch Brown
906-5791 906-5778 DC1-2128
One UN Plaza

Executive Director of the United Nations Population Fund (UNFPA)
Mrs. Nafis Sadik
297-5111 297-4911 DN-1901
220 East 42nd St.

Executive Director of the United Nations Environment Programme (UNEP), Nairobi
Mr. Klaus Toepfer
38140 37341 DC2-0820*
Two UN Plaza

Rector of the United Nations University (UNU), Tokyo
Mr. J. A. van Ginkel
36337 371-9454 DC2-1470**
Two UN Plaza

* New York liaison office.
** North America office.

Acting Executive Director for HABITAT
Mr. Klaus Toepfer 38197 38721 DC2-0952*
Two UN Plaza

Secretary of the Second Committee
Ms. Margaret A. Kelley
34640 35935 S-2950C

Third Committee

Under-Secretary-General, Director-General of the United Nations Office at Vienna, and Executive Director of the United Nations International Drug Control Programme
Mr. Pino Arlacchi
35631 34185 DC1-0613**
One UN Plaza

Under-Secretary-General for Economic and Social Affairs
Mr. Nitin Desai 35958 31010 DC2-2320

Under-Secretary-General for Humanitarian Affairs
Mr. Sergio Vieira de Mello
32738 31312 S-3627A

* New York liaison office.
** New York office.

United Nations High Commissioner for Human Rights (Geneva)
Ms. Mary Robinson
35930 34097 S-2914A*

United Nations High Commissioner for Refugees (UNHCR), Geneva
Mrs. Sadako Ogata 36200 30074 DC1-2610*
One UN Plaza

Director of the United Nations International Research and Training Institute for the Advancement of Women (INSTRAW), Santo Domingo
Ms. Yakin Erturk 35684 32978 DC1-1106*
One UN Plaza

Assistant Secretary-General and Special Adviser on Gender Issues and the Advancement of Women
Ms. Angela King 35086 33463 DC2-1220
Two UN Plaza

Secretary of the Third Committee
Ms. Kate Starr Newell
34248 35935 S-2950D

* New York liaison office.

Fifth Committee

Under-Secretary-General for Administration and Management
Mr. Joseph E. Connor
38227 38424 S-2700A

Under-Secretary-General for Internal Oversight Services
Mr. Karl Th. Paschke
36196 37010 S-3327A

Assistant Secretary-General for Human Resources Management
Ms. Rafiah Salim 35182 31944 S-2527A

Assistant Secretary-General for Programme Planning, Budget and Accounts, and Controller
Mr. Jean-Pierre Halbwachs
31661 38061 S-2627A

Secretary of the Fifth Committee
Mr. Joseph V. Acakpo-Satchivi
38255 38424 S-2700F

Sixth Committee

Under-Secretary-General for Legal Affairs, The Legal Counsel
Mr. Hans Corell 35338 36430 S-3427A

Assistant Secretary-General for Legal Affairs
Mr. Ralph Zacklin 35342 36430 S-3427B

Secretary of the Sixth Committee
Mr. Vaclav Mikulka 35345 31963 S-3460A

Other organs

Credentials Committee

Under-Secretary-General for Legal Affairs, The Legal Counsel
Mr. Hans Corell 35338 36430 S-3427A

Secretary
Mr. Anthony J. Miller
35358 33386 S-3420A

Advisory Committee on Administrative and Budgetary Questions

Executive Secretary
Mr. Jules Corwin 37456 36943 CB-060E

Committee on Contributions

Secretary
Mr. Mark Gilpin 35866 31943 S-2770J

Ad Hoc Committee of the General Assembly for the Announcement of Voluntary Contributions to the United Nations Relief and Works Agency for Palestine Refugees in the Near East

Secretary
Mr. Mohammad Sattar
34272 35305 S-2977G

Ad Hoc Committee of the General Assembly for the Announcement of Voluntary Contributions to the Programme of the United Nations High Commissioner for Refugees

Secretary			
Mr. Kofi Asomani	36200	30074	DC1-2610A
			One UN Plaza

Pledging Conference for Development Activities

Secretary			
Mr. Alexandre De Barros	32320	35935	S-2950G

III. Conference services

Meetings services

The Department of General Assembly Affairs and Conference Services is responsible for providing meetings services, including interpretation, the provision of meeting records and the editing, translation, reproduction and distribution of documents.

General inquiries regarding meetings services may be made to the Planning and Meetings Servicing Section (room S-1537, ext. 36540); inquiries regarding documents may be made to Documents Control (room S-1552, ext. 36594).

Programme of meetings

The Planning and Meetings Servicing Section prepares daily a programme of meetings for the following day. The programme is printed in the *Journal*, giving the conference rooms and other relevant information concerning the meetings. Queries regarding the schedule of meetings may be addressed to the Meetings Servicing Unit (ext. 37348).

Duration of meetings

Normally, morning meetings are scheduled from 10 a.m. to 1 p.m. and afternoon meetings from 3 p.m. to 6 p.m.

Owing to the heavy demand for meetings and the limited facilities available, it is essential that meetings should start on

time and that the above schedule be respected to the fullest extent possible. Therefore, delegations are urged to be present at the meetings on time. It is also advisable to schedule related meetings consecutively whenever possible to ensure the maximum utilization of available services.

Meetings of regional groups and other informal meetings can be accommodated only if and when services originally earmarked for regularly scheduled meetings are released.

Seating arrangements

The delegation of South Africa has been chosen by lot to occupy the first seat in the General Assembly Hall during the fifty-fourth session of the General Assembly. The South African delegation will, therefore, be seated in the front row at the extreme left (the Secretary-General's side of the podium). Delegations of the other Member States will follow in the English alphabetical order of names, in accordance with established practice. The same seating arrangement applies to meetings of the Main Committees.

Copies of the floor plan showing the seating arrangement are available in the Meetings Servicing Unit, Department of General Assembly Affairs and Conference Services (room S-B1-02, ext. 37348).

Journal

The *Journal of the United Nations* is issued daily in English and French. During the General Assembly it is issued in the six official languages: Arabic, Chinese, English, French, Russian and Spanish. The *Journal*, which is available on the Internet, contains:

(*a*) A programme of meetings;
(*b*) Agendas for individual meetings;
(*c*) Summaries of meetings;
(*d*) Announcements.

The *Journal* office is located in room S-2940. Queries may be made from 4.30 p.m. onwards at ext. 33888.

Interpretation

Statements made in any of the six official languages of the General Assembly are interpreted into the other official languages. Any representative may also, in keeping with rule 53 of the rules of procedure of the General Assembly, make a statement in a language other than the official languages. In such cases, the delegation in question must provide either an interpretation or a written text of the statement in one of the official languages. On the basis of this interpretation or written text, which is accepted by the Secretariat as representing the official text of the statement, it will be interpreted into the other official languages by United Nations interpreters. However, the delegation concerned should make available to the interpreter someone who knows the language in which the statement is to be delivered and the official language into which it has been translated, to guide the interpreter through-

out the translated text and to ensure synchronization between the speaker and the interpreter.

Written translations of statements delivered in official languages

If written texts are provided in more than one official language, delegations should indicate clearly which of these is to be accepted as the official text. When delegations provide a written translation of their statement, they should specify on the first page of that text whether it should be "read out verbatim" or "checked against delivery".

If delegations wish their translations to be read out verbatim, any deviations from the text on the part of the speaker, including omissions and additions, are unlikely to be reflected in the interpretation.

If delegations believe that the speaker may deviate from the text, they should opt for "check against delivery" and the interpreters will follow the speaker and not the translation. In this case, delegations should be aware that the interpretation heard by the audience will not necessarily correspond to the translation that they may have distributed to the audience and the press before or during the delivery of the statement.

Representatives who take the floor in conference rooms should bear in mind that the microphone before them is inoperative until they have been called upon to speak by the chairman. In order to ensure the best possible recording and interpretation of their speeches, they should speak directly into the microphones and clearly, particularly when giving figures, quotations or highly technical material, and when reading from a prepared text (see also page 38). Extraneous noises, like tapping on the microphone to test if it is working,

turning pages or answering cellular phone calls, should also be avoided.

While delegations are increasingly given a time-frame in which to deliver their statements, they are kindly requested to speak at a normal speed* at all times to enable the interpreters to give an accurate and complete rendition of their statements. When statements are delivered as fast as possible in order to comply with the time limit, the quality of the interpretation suffers.

Records of meetings

Meeting records are provided for the plenary meetings of principal organs, for meetings of the Main Committees of the General Assembly and, on a limited and selective basis, for meetings of certain other bodies. Meeting records may take the form either of verbatim records (PVs) or of summary records (SRs). The records are prepared by the Secretariat and are subject to correction by delegations. However, corrections that add to, or alter the sense of, a statement as actually delivered cannot be accepted.

Verbatim records cover the proceedings *in extenso* utilizing interpretations for languages other than the original.

Delegates are advised that if any portion of a written statement is not actually read out, it will not appear in the record of that meeting.

* For instance, the normal speed in English is 100 to 120 words per minute.

Summary records cover the proceedings in a concise, abbreviated form. They are not intended to include each intervention, or to reproduce statements textually.

The provision of written records (verbatim or summary) for United Nations bodies is regulated by a number of decisions of the General Assembly and other principal organs.

In addition, sound recordings of meetings are made and may be consulted (see page 41).

Corrections to meeting records

Corrections to meeting records should bear the signature of a member of the delegation concerned and should be sent or delivered to the following offices: for verbatim records to Chief, Verbatim Reporting Service, room C-178; for summary records to Chief, Official Records Editing Section, room DC2-0794, Two United Nations Plaza.

Corrections should be indicated in a memorandum and/or inserted in a copy of the record. If no memorandum is sent, the front page of the corrected record should bear the signature and title of an authorized official of the delegation concerned.

Delegations are requested to make sure that, when the corrections are made by hand, they are written clearly and that the place in which they are to be inserted is indicated precisely.

A. Verbatim records

Corrections to verbatim records (PVs) should be limited to errors and omissions in statements as actually delivered, that is, in the original language. When a request is submitted for a correction, a check is made against the sound recording of the relevant speech.

B. Summary records

Corrections to summary records (SRs) should not cover points of style, nor include lengthy additions that would upset the general balance of the summary record.

The text of a speech should not be submitted in lieu of corrections.

Issuance of corrections

Records of United Nations bodies are reissued as corrected only in certain cases. These include records of meetings of the Security Council and plenary meetings of the Economic and Social Council. For other bodies, including the General Assembly and its Main Committees, records are issued only once and approved corrections are reflected in a single corrigendum issued periodically. Only in cases of serious errors or omissions materially affecting the course of the proceedings may a correction be issued immediately. In the case of verbatim records, such exceptional corrections will be resorted to only to revise errors or omissions in the original language version of a statement. Other language versions would be brought in conformity, if necessary, with the corrected text in the original language.

Prepared texts of speeches

A minimum of 30 copies of the text of speeches to be delivered in plenary meetings and meetings of the Main Committees should be given in advance to the conference officer in order to help the Secretariat provide the best possible service. Failing this, delegations are urged to provide six copies for interpreters and record-writers *before* the speaker takes the floor. If films or other visual materials are used, copies of the scripts should also be provided.

If delegations wish to have the text of speeches distributed to delegations, specialized agencies, observers, interpreters, record-writers and press officers, 300 copies are required. For distribution in the General Assembly Hall, texts should be delivered to the documents counter on the left side of the Hall.

Distribution of communications and materials

Distribution of communications and materials in the General Assembly Hall from a delegation must be cleared in advance with the General Assembly and ECOSOC Affairs Division (ext. 32332 in room S-2925, or ext. 37787). The distribution must be done by the delegation concerned *before* the meeting starts.

Documents facilities

Translation and reproduction of documents

Delegations wishing to submit documents for consideration by a United Nations body should present them to the Secretary-General or to the secretary of the body concerned. The staff of Documents Control is not authorized to accept documents for translation or reproduction directly from delegations.

The categories of documents are as follows:

(*a*) The "General" series;

(*b*) The "Limited" series, the serial number of which is preceded by the letter L. This series comprises documents of a temporary nature such as draft resolutions and amendments thereto. When such documents are submitted during a meeting and are required urgently, advance versions marked "Provisional" are translated and reproduced immediately by special arrangements and distributed to participants only. Edited texts and revised translations are issued later;

(*c*) The "Restricted" series, the serial number of which is preceded by the letter R. This series contains only those documents whose content requires at the time of issuance that they should not be made public;

(*d*) Conference room papers or working papers identified by the letters "CRP" or "WP" before the serial number. These are informal papers, in one or more languages, used in the course of a meeting or meetings and distributed only to participants and other interested recipients attending the meetings at which they are discussed.

Distribution of documents

A list of documents distributed at Headquarters is issued daily. It is available on the Internet. Documentation distributed daily to delegations in accordance with stated requirements will be available for pick-up at the delegations' pick-up area located at the service entrance to the North Lawn complex from 7.30 a.m to 9.30 a.m. on weekdays.

The Delegation Station on the concourse level of the Secretariat building (room S-B1-060, ext. 37373) is open for secondary requests during working hours on weekdays.

A limited number of copies of documents containing draft proposals for action during the meetings in progress will be available at the documents counter in the conference rooms.

Special requests for distribution arrangements can be made by writing to or by calling the Chief of the Distribution Section (room NL-314, ext. 37345 or 38062).

Arrangements for automatic distribution should be made by calling ext. 37344; secondary requests should be made in person at S-B1-60 or by calling ext. 37373.

Only United Nations documents may be distributed during the meetings.

The United Nations optical disk system (ODS) contains electronic versions in all official languages of all documents issued in New York, Geneva and Vienna. It can be accessed free of charge by all permanent missions to the United Nations and other government offices. Documents stored in the optical disk system are indexed following the structure of the United Nations Bibliographic Information System (UNBIS) and can be searched, retrieved for viewing and printing and downloaded.

Information on the optical disk system can be requested from extensions 36587 or 33861.

Sound recordings

The Broadcast and Conference Engineering Unit maintains a verbatim collection of the proceedings of all plenary meetings, major commissions and committees.

Copies of sound recordings are available for sale. Orders are accepted by the Sound Archives Subunit (room GA-013C, ext. 37658 or 30673).

IV. Media, public and library services

Spokesman for the Secretary-General

The Office of the Spokesman for the Secretary-General is located on the third floor of the Secretariat building.

	Ext.	Room
Director, Spokesman for the Secretary-General		
Mr. Fred Eckhard	35128	S-0378E
Press inquiries	37160/37161/37162	S-0378

Press conferences

Requests for press conferences should be addressed to the Office of the Spokesman for the Secretary-General (room S-0378, ext. 37160, 37161 and 37162).

Immediately after his briefing to the press, the Spokesman for the Secretary-General holds a background briefing at 12.30 p.m. daily in room S-0226 for press officers of delegations.

Services to correspondents

Daily press briefings are given at noon in room S-0226 by the Spokesman for the Secretary-General. During General Assembly's sessions, the Spokesperson for the President of the General Assembly also briefs the press on Assembly matters.

Other services to correspondents in the press area on the second and third floors include: assistance from the Spokesman for the Secretary-General and his staff; assistance from the Media Accreditation and Liaison Unit, Department of Public Information, in the provision of tickets for seats in the press galleries (room S-0250, ext. 37164); distribution of press releases, official documents and access to delegation press releases that are made available at the press distribution centre (room S-0390, ext. 37165); and announcements of briefings and press conferences through the paging system.

Working facilities for correspondents are provided in the press areas on the third floor. Cable and telex offices are located on the third floor.

Public information

The Department of Public Information provides a wide range of services to representatives of the media, non-governmental organizations and the general public. The office of the Under-Secretary-General for Communications and Public Information is located on the 10th floor of the Secretariat building. Other offices are located as indicated in the following pages.

	Ext.	Room
Under-Secretary-General for Communications and Public Information		
Mr. Kensaku Hogen	36830	S-1027A
Special Assistant to the Under-Secretary-General		
Ms. Paula Refolo	36867	S-1027C

Information Technology Section (UN Website information)		
Chief		
Mr. Mahbub Ahmad	36974	S-1094
		e-mail: ahmad@un.org
News and Media Division		
Director		
Mr. Salim Lone	36945	S-0837A
Press Service		
Chief		
Mr. George Parker	32360	S-0290A
Press desk	37211	
Media Accreditation and Liaison Unit		
Chief		
Ms. Sonia Lecca	36934	S-0250
Radio and Television Service		
Chief		
Mr. Ayman El-Amir	33407	S-0850A
TV and Audio Visual Production Section		
Chief		
Mr. Joseph McCusker	37462	CB-056A
Public Affairs Division		
Director		
Mr. Mian Qadrud-Din	35302	S-0941A
Library and Information Resources Division		
Director		
Mr. Raymond Sommereyns	33064	L-382A

United Nations Information Centres Service Chief

30798 S-1060A

Press releases, distribution of speeches

The Meetings Coverage Section prepares and issues on the same day press releases in English and French on most open meetings held at United Nations Headquarters. In addition, releases are issued on United Nations conferences and meetings held in other parts of the world. These releases, which are prepared for the use of information media and are not official records, also contain background information. Press releases are also made available electronically to approximately 200 direct recipients worldwide, including 70 United Nations information centres and services, 8 United Nations offices, United Nations Development Programme field offices, peacekeeping operations and electronic public networks.

Accredited correspondents may obtain press releases from the press release distribution desk in the press working area on the third floor of the Secretariat building (ext. 37165). Delegates may obtain press releases, as available, through Documents Distribution (ext. 37373), or on the UN Website (www.un.org). Delegations desirous of making texts of speeches or press releases available to information media should take 150 copies to the press release distribution desk (room S-0390) for distribution to accredited correspondents. As soon as received, the availability of the texts will be announced through the press paging system. Texts of speeches or delegation press releases must be issued under the

letterhead of the mission responsible and, for the convenience of correspondents, should be dated.

The Daily Highlights — summaries of daily events at United Nations Headquarters and other United Nations offices around the world — are available on the press racks located on the third floor at the end of each working day. They are also available electronically on the United Nations Website (www.un.org).

The United Nations multilingual Website, now available in all six official languages provides speedy worldwide access to UN news and information. The Daily Highlights, Press releases, selected reports of the Secretary-General, Security Council resolutions, important parliamentary documents related to development issues, DPI backgrounders and fact sheets, and DPI Development Update are also available on this site.

Other features of the UN Website include daily live Webcasts of the noon press briefings by the Spokesman for the Secretary-General, multimedia Web pages with audio recordings of statements to the press made by senior UN officials and high-level government officials of Member States, as well as audio files of the daily radio news programmes. The UN Journal contains the daily programme of meetings at Headquarters. Webcasts of the opening meetings of principal organs, international conferences such as the International Criminal Court Conference in Rome, and selected UN documents from these bodies permit visitors to the site to keep track of proceedings and get a sense of participation. The Audio-Visual page provides audio news files, photos, a catalogue of video programmes, and an archive of sound and images. The documents alert service,

research guide, UN-I-QUE (info Quest) database and the new UN system Pathfinder, together with databases featuring international treaties, statistical indicators, land mine information, information concerning refugees, document symbols and sales numbers are also available for consultation. Educational materials from the Global Teaching and Learning Project — CyperSchoolBus can be used by students and teachers alike.

The UN Website, which averages about 3 million accesses every week, also offers delegates access to research tools and links to other home pages in the UN family. This website is updated daily and is easy to navigate. Through its many hyperlinks, the UN Website connects users to UN Information Centres and other UN system Websites around the world and provides directories and descriptions of UN depository libraries, non-governmental organizations associated with the UN, with civil society and the business world. Those interested in obtaining UN publications can do so by consulting the online catalogue and order information. Remote users of the UN Website can also take a virtual tour of Headquarters and the UN Office at Geneva.

Additional information can be obtained from the Information Technology Section (ext. 6974).

Accreditation and liaison to correspondents and photographers

The Media Accreditation and Liaison Unit provides the following services to correspondents:

- Accreditation, liaison and services to correspondents, film and television crews and photographers (room S-0250, ext. 36934; fax 34642);
- Seats (space permitting) in the press gallery to observe General Assembly and other meetings. Members of the visual media will be granted booth positions for covering meetings and other events;
- Arrangements for pool coverage during visits of Heads of State or Government. This office is also responsible for giving clearance to film/TV crews and photographers on any other location. These requests should be made in advance in writing (room S-0250, ext. 36934, 36936, 36937, 33866, 32393 and 37164; fax 34642).

Services to professional photographers

Accreditation, information materials, access to meetings as available, and briefings on United Nations activities in the field are provided to professional photographers.

Publications

Thematic and institutional publications

The Department of Public Information issues an array of materials covering the work of the United Nations in all its

aspects. Special focus is given to subjects of priority interest, including peacekeeping, human rights and economic and social development, as well as to developments concerning Africa and the question of Palestine. Special attention is being given to the follow-up to the 1992-1996 cycle of major United Nations conferences, as well as to special observances such as international Decades, Years and Days. Printed materials include press kits, books, periodicals, brochures, posters, feature articles and educational materials. Most of these materials are also available on the United Nations Website on the Internet (http://www.un.org).

In addition, available at all times in the six official languages are the *Charter of the United Nations* (including the Statute of the International Court of Justice), the *Universal Declaration of Human Rights* and the *International Bill of Human Rights* (including the Universal Declaration and the International Covenants on civil and political rights and on economic, social and cultural rights).

The following list details some of the Department's various products. For further information, call the Public Affairs Division (ext. 35302), the Library and Information Resources Division (ext. 33064) or the Sales and Marketing Section (ext. 38300).

United Nations thematic materials

The Department undertakes multimedia information campaigns on priority thematic issues, including campaigns to publicize the special sessions of the General Assembly being held in follow-up to the cycle of international conferences held by the United Nations. These campaigns are

coordinated by the Public Affairs Division, which also produces printed materials including press kits, booklets, brochures, posters and background information relating to poverty, indigenous people, advancement of women, sustainable development, racism and racial discrimination, criminal justice, peace and security, human rights and other priority issues. Information materials prepared by the Department of Public Information are available in print form and on the United Nations Website on the World Wide Web.

- For print materials on economic and social development and human rights issues contact: room S-1040, ext. 36877, fax 963-1186, e-mail: vasic@un.org.
- For print materials on peace and security issues contact: room S-1005, ext. 36821, fax 963-9737.

Thematic publications

- *Development Update*

  A bimonthly newsletter in English which provides essential information on current development issues, including United Nations events relating to economic and social development.
  - Contact: room S-1040, ext. 35851, fax 963-1186
  - Also available on the UN Website at: http:www.un.org/News/devupdate/latest.htm

- *Africa Recovery*

  A quarterly newsletter which covers United Nations, international and national developments related to African economic and social affairs, with

a strong focus on resource flows, trade, aid and external debt. Briefing papers on specific issues are also produced periodically.

- Languages: E, F
- Contact: room S-0931, ext. 36857, fax 963-4556, e-mail: mwaura@un.org
- Also available on the UN Website at: http://www.un.org/ecosocdev/geninfo/afrec

- *UN Briefing Papers*

  This series (formerly Notes for Speakers) provides background information on issues of priority concern for the Organization for a wide audience of United Nations officials, NGOs, media and students. The latest edition, entitled "Human Rights Today" was published as part of the programme of activity to commemorate the 50th anniversary of the Universal Declaration of Human Rights.

  - Languages: E, F, S
  - Contact: room S-0900, ext. 36832, fax 1334, e-mail: Laishley@un.org
  - Also available on the UN Web : http://www.un.org/rights/HRToday

- *UN Development Business*

  Available on the World Wide Web, and twice monthly in newspaper format, *UN Development Business* is the single most comprehensive source of opportunities for consultants, contractors and exporters seeking business from the multibillion dollar market created by the world's leading development banks. Information on proposed

projects, financed by United Nations agencies, international and regional banks and other lenders, as well as invitations to bid and contract awards, is provided. Summaries from the World Bank, Inter-American Development Bank and the African Development Bank are also included.

- Contact: room DC1-0560, ext. 31515, fax 963-1381, e-mail: dbsubscribe@un.org
- Also available on the Internet at: www.devbusiness.com.

- *United Nations Peacekeeping: 50 Years 1948-1998*

  A booklet that provides general background on United Nations peacekeeping and sketches of all 49 missions.

  - Languages: E, F, S
  - Contact: room S-1005, ext. 36840, fax 963-9737

- *Peace and Security Updates*

  Background notes and other concise publications on United Nations work in peacemaking and peacekeeping are available in print and electronic form.

  - Contact: room S-1005, ext. 36840, fax 963-9737

- *An Israeli-Palestinian Dialogue*

  A continuing series of booklets based on the proceedings of the Department's "International Encounters" for journalists on the question of Palestine.

- Contact: room S-994, ext. 31262, fax 963-4556

Institutional publications

- *UN Chronicle*

  A quarterly, consolidated account of the major actions of the Security Council, General Assembly and other United Nations bodies. Special features on the range of United Nations activities and concerns.

  - Languages: E, F (four times a year); A, C, R, S (once a year)
  - Contact: room DC1-0530, ext. 38262, fax 963-8013, e-mail: un_chronicle@un.org
  - Also available on the UN Website at: http://www.un.org/pubs/chronicle

- *Yearbook of the United Nations*

  The most comprehensive reference work on the activities of the United Nations and the organizations of the United Nations system. Published annually in English.

  - Contact: room DC1-0532, ext. 38280, fax 963-8013, e-mail: flynn-connors@un.org

- *The Quotable Kofi Annan*

  Selections from speeches and statements by the Secretary-General covering major issues before the Organization. A second edition will be published before the end of 1999.

  - Languages: E, F

- Contact: room S-900, ext. 36832, fax: 963-1334, e-mail: laishley@un.org
- Also available on the UN Website at: http://www.un.org/Docs/SG/quotable/index.html

- *A Guide to Information at the United Nations*

  A 120-page handy guide on how to obtain information generated by each of the principal organizations and bodies of the United Nations system. Its comprehensive index facilitates access to sources in virtually all areas of the Organization's work.
  - Contact: room DC2-0853, ext. 38302, fax 963-3489, e-mail: publications@un.org

- *Basic Facts About the United Nations*

  A concise record of the Organization's history, structure and work, published biennially. A completely revised and updated edition was published in 1998.
  - Languages: E, F, S
  - Contact: room S-0900, ext. 36832, fax 963-1334, e-mail: laishley@un.org

- *The United Nations Charter: Answers at Your Fingertips*

  A question-and-answer approach to understanding the principles of the Charter and the structure and functions of the United Nations.
  - Contact: room GA-057, ext. 34475, fax 963-0071

- *Image and Reality*

  Booklet produced in question-and-answer format covering some of the most frequently asked questions about the role and accomplishments of the Organization.

  - Languages: E, F, S
  - Contact: room S-0900, ext. 36832, fax 963-1334, e-mail: laishley@un.org
  - Also available on the UN Website at: http://www.un.org/geninfo/ir

- *UN in Brief*

  Pamphlet providing a general overview of the structure and work of the United Nations.

  - Languages: A, C, E, F, R, S
  - Contact: room S-0900, ext. 36832, fax 963-1334, e-mail: laishley@un.org
  - Also available on the UN Website at: http://www.un.org/Overview/brief.html

- *Report of the Secretary-General on the Work of the Organization*

  A book version issued immediately following the annual report's release as an official document.

  - Languages: A, C, E, F, R, S
  - Contact: room S-0900, ext. 36832, fax 963-1334, e-mail: laishley@un.org
  - Also available on the UN Website at http://www.un.org/Docs/SG/Report98/98con98.htm

- *DPI/NGO Link and website*

  A weekly bulletin providing schedules of the DPI/NGO weekly briefings and information on new print and video materials available at the DPI/NGO Resource Centre.

  - Contact: room L1B-31, ext. 37234, 37078, 37233
  - Also available on the DPI/NGO page on the UN Website is an up-to-date directory of NGOs associated with DPI, at: http://www.un.org/MoreInfo/ngolink/welcome.htm

- *Information guide for the public about the UN*

  An information guide, arranged alphabetically, to help readers find answers to the most commonly asked questions about the UN (e.g. employment opportunities, ordering publications, copyrights, use of UN emblems, etc.).

  - Contact: room GA-057, ext. 34475, fax 963-0071
  - Also available on the UN Website at: http://www.un.org/MoreInfo/pubsvces.html

- *Everything you always wanted to know about the UN*

  A simple introduction to the UN, written in question-and-answer format for students.

  - Languages: E, F
  - Contact: room GA-057, ext. 34475, fax 963-0071

- *This is the United Nations*

  A colourful booklet about the UN, written as a guide for visitors to the United Nations.

  - Languages: E, F, S
  - Contact: room GA-057, ext. 34475, fax 963-0071

- *Universal Declaration of Human Rights*

  Original text with a read-easy version. Includes classroom exercises.

  - Contact: room GA-057, ext. 34475, fax 963-0071
  - Also available on the UN Website at: http://www.un.org/overview/rights.html

Sale of Publications

Many Department of Public Information publications are available as sales items. For more information, or for a complete catalogue of sales publications, contact: United Nations Publications, Two United Nations Plaza, Room DC2-0853, New York, NY 10017, tel. 963-8302, fax 963-3489, e-mail: publications@un.org. Many of these publications are available at the UN Bookstore (room GA-032A, tel. 963-7680). For more information, please see page 92 or visit the UN Publications homepage at: http://www.un.org/Publications.

Radio and television services and facilities

Radio and television services to delegations, correspondents and broadcasting organizations

Under special circumstances, the News and Media Division can provide limited facilities for accredited correspondents to transmit news dispatches and programmes on the work of the United Nations. When facilities are available, the Division arranges for the use of studios and of engineers' services by radio and television journalists. It enables correspondents to listen to and use extracts recorded during meetings and otherwise extends to media correspondents all possible assistance.

The Radio and Television Service can assist delegates who wish to record reports or interviews about their work at the United Nations. For radio studio availability, contact the TV News and Production Facilities Unit (room CB-058, ext. 37458).

Audio recordings of statements made at current meetings of the Organization's main organs are available in the Audio Library (room GA-027, ext. 39272, 39270).

Audio archival material is handled by the Broadcast and Conference Engineering Unit, Office of Conference and Support Services (room GA-013C, ext. 37658) and is subject to duplication fees.

United Nations Television covers meetings of the General Assembly, the Security Council, press conferences and other events. This coverage is available for sale to delegations and broadcasters. Prices vary depending on

whether the material is ordered before or after the event. Arrangements can be made for satellite transmissions. When available, facilities may also be arranged for interviews and statements. Requests for bookings should be made in advance with the TV News and Production Facilities Unit (room CB-056, ext. 37650 for television; room CB-058, ext. 37458 for radio). Information and arrangements for satellite transmissions should also be made in advance with the same Unit (room CB-058, ext. 37458).

Current UNTV coverage is available in TVN and PFU (room CB-58, ext. 7652, fax: 963-3860).

Archival film and video materials are available at the Visual Materials Library (room S-0805, ext. 36819, 37318 and 37319, fax: 963-1658).

United Nations radio programmes

The United Nations Radio and Central News Service produces, in the six official languages as well as nine other languages, recorded programmes on the work of the United Nations and the specialized agencies. These programmes consist of news bulletins, features, interviews and documentaries and are distributed to broadcasting organizations worldwide. In any given year, the Service produces one or two special series of programmes focusing on specific themes such as "population and development"; "water"; "human rights"; "breast cancer"; "law of the sea"; "domestic violence"; "the child sex trade"; and "indigenous peoples". For further information, contact the audio-visual promotion and distribution office (room S-0805A, ext. 36982).

Information for delegations

A United Nations news information system is available for use by broadcasting organizations, correspondents and delegates. This computerized radio news service carries regularly updated news reports and summaries on the various activities of the Organization, both at Headquarters and in the field, including peacekeeping missions. These reports are available in English, French and Spanish and can be accessed through the regular telephone line. The number for the automated radio information service is: 963-3777.

The texts and audio of the United Nations Radio news bulletins are now available on the UN Website at: http://www.un.org/av/radio/latenews.htm

United Nations films and videos

The News and Media Division of the Department of Public In-formation produces documentary videos and television pro-grammes on the work and activities of the United Nations and its specialized agencies. These programmes, which are avail-able in the official languages, are informative as well as educational and vary in length and style, from in-depth features to animation. Governments and non-governmental organizations are encouraged to use these videos as visual aids. The Media Division maintains over 100 film/video libraries at United Nations offices around the world. These videos are available in worldwide standards and formats. For further information, contact the audio-visual promotion and distribution office (room S-0805A, ext. 36939 or 36982).

Archival footage

The Visual Materials Library is the depository of 35 mm and 16 mm archival footage from 1945, and video footage since 1985. Out-takes from numerous United Nations film and video productions are available for the preparation of documentaries and non-commercial productions worldwide. Royalties, transfer and screening fees are collected as applicable; shipping and messenger costs are also borne by the requestor. For information, apply to the Visual Materials Library (room S-0805, ext. 36819, 37318 and 37319, fax: 963-1658).

Photo services and facilities

	Ext.	Fax	Room
Photo library and distribution	36927	31658	S-0805

Official photographs

The photo library contains official photographs of United Nations meetings, United Nations delegates and officials, development programmes, peacekeeping operations and photographs highlighting themes of concern to the world community. Black and white prints (8" x 10") are available for reproduction by information media if used in a United Nations context and not for advertising; there is a $7 charge for the first print and $1 for each additional print from the same negative ordered at the same time. Colour prints (8" x 10") are $15 for the first print and $3 for each additional print from the same negative ordered at the same time. Colour transparencies (slides) are $5 each. Inquiries regarding

additional photographic services may be made to the Photo Unit (ext. 36942).

Services provided by United Nations information centres and services

A number of services provided by individual offices at Headquarters are also available in Member States. In 78 countries around the world, the United Nations has an information centre/service that serves one or more countries. Each information centre provides timely information on UN activities as well as documents, press releases, publications, audio and visual products, photos, graphics and other information materials to the media, government officials, non-governmental organizations and educational institutions in the host country. In order to promote knowledge and understanding of the United Nations system, the information centre/service also produces newsletters and press releases, collaborates with local radio and television broadcasters and organizations, and arranges meetings, briefings, speaking engagements and special events in celebration of United Nations Day and other observances. Many centres/services maintain a home page on the Internet in various local languages. More information on the centres/services can be obtained by contacting the Information Centres Service (room S-1060A, ext. 37705).

Services to non-governmental organizations

ECOSOC

The Non-Governmental Organizations Section of the Department of Economic and Social Affairs (room DC1-1480, ext. 38652 and 34842) acts as the focal point for non-governmental organizations (NGOs) in consultative status with the Economic and Social Council.

DPI

The Non-Governmental Organizations Section of the Public Affairs Division of the Department of Public Information (room S-1070L, ext. 36842, NGO Resource Centre, L1B-31, ext. 37234), serves the non-governmental community by providing information about the work of the United Nations by various means, including briefings by UN officials. It organizes an annual conference in September for non-governmental organizations on a major United Nations theme. A weekly briefing and audio-visual programme for accredited NGO representatives is organized each Thursday morning from the end of September to the second week of June. An annual orientation course for newly associated NGOs, as well as workshops, round tables and seminars, are sponsored in cooperation with NGO committees. The NGO Resource Centre (room L1B-31, ext. 37234, 37078, 37233) provides NGOs with United Nations documents and press releases, and major reports of United Nations agencies, programmes and funds. A video lending library and

accreditation services for NGOs associated with the Department of Public Information are provided.

Promotional services

Special events (room S-0955D, ext. 36923, fax 963-4556), exhibits (room S-0994D, ext. 38531, fax 963-4556) and promotional activities on thematic issues or in observance of international Days are organized by the Public Affairs Division. The Division also maintains liaison with specialized NGOs, professional organizations and the information offices of the United Nations programmes, funds and specialized agencies, to organize co-sponsored activities and other promotional programmes. It is also responsible for annual training programmes for broadcasters and journalists from developing countries (room S-0955D, ext. 36923, fax 963-4556) and for Palestinian journalists (room S-0994, ext. 31262, fax 963-4556).

Services to visitors

Group briefings

The Group Programme and Community Liaison Unit (room GA-056, ext. 37710) of the Public Services Section arranges briefings on United Nations topics for groups visiting United Nations Headquarters. The Unit also arranges for speakers from the United Nations to address groups elsewhere in North America. In addition, it arranges video-conferences between groups and United Nations officials.

Sometimes groups visiting the United Nations may wish to have a delegation briefing on a country's role in the United Nations. In such cases, the Group Programme and Community Liaison Unit may assist in obtaining a conference room for this purpose. It should be noted, however, that arrangements are subject to availability of a conference room.

Public inquiries

The Public Inquiries Unit (room GA-057, ext. 34475; e-mail: inquiries@un.org) handles inquiries received by mail, by e-mail, by telephone, by telefax and in person from the general public, as well as from delegations, government offices, businesses, educators, non-governmental organizations, media and others. The staff answers questions by telephone, mail, e-mail or in person and provides information and educational materials on the work of the United Nations and on the programmes and agencies of the entire United Nations system.

Guided tours

Guided tours of United Nations Headquarters are offered daily from 9.15 a.m. to 4.45 p.m. Advance reservations are required for groups of 12 persons or more. For information on prices or tours in languages other than English, please call ext. 38687. (Language tours are subject to availability.) A limited schedule may be in effect during the period of the general debate of the General Assembly, and at the time of visits of high-level dignitaries during the General Assembly session.

Exhibits

Exhibits highlighting and illustrating the work of the United Nations are mounted in the General Assembly Public Lobby. All exhibits must be approved by the Exhibits Committee and follow the United Nations Exhibits Committee Guidelines. For more information contact Exhibits, Public Affairs Division, fax 963-4556.

Library Services

The Dag Hammarskjöld Library, which is dedicated to the memory of the late Secretary-General Dag Hammarskjöld, occupies the three-storey building (with another three levels below ground) on the south side of the Headquarters site. The Library is open Monday to Friday and observes the same working hours as those of the Secretariat.

The Library provides the permanent missions of Member States, the delegations and the Secretariat of the United Nations with information resources and services needed for the performance of their work.

The Library maintains the following collections:

Comprehensive collection of United Nations documents and publications in all official languages

Comprehensive collection of League of Nations documents and publications in English and French

Selective collection of specialized agencies documents and publications

Selective collection of government documents and publications of Member States

Extensive collection of publications about the United Nations (including doctoral dissertations)

Publications on issues of current and continuing interest to the United Nations (including newspapers, serials and maps).

Information products of the Dag Hammarskjöld Library

United Nations Documents Index: A comprehensive guide to all categories of documents and publications issued currently by UN offices worldwide. Includes checklist and author, title and subject indexes. Issued quarterly.

Indexes to proceedings: a series of four separate indexes providing comprehensive bibliographic access to all of the documents (reports, letters, meeting records, resolutions, etc.) issued by or submitted to the General Assembly, Security Council, Economic and Social Council, Trusteeship Council. Issued annually/sessionally.

United Nations Bibliographic Information System (UNBIS): this database provides comprehensive bibliographic access to the documentary output of the United Nations and to the Library's non-UN holdings, as well as access to the full text of UN resolutions, to voting records and to citations to speeches. Electronic access to UNBIS is available online (via the Main Frame) (updated daily) and in CD-ROM format (updated quarterly).

The United Nations Dag Hammarskjöld Library Home Page (www.un.org/Depts/dhl) includes information

concerning the Library's hours, services and collections and provides the following reference tools:

(*a*) *UN Info Quest (UN-I-QUE)*: a search facility providing easy access to document symbols/sales numbers for tens of thousands of major UN documents and publications issued since 1946, including Secretary-General's reports, committee and commission reports, declarations adopted by the General Assembly, Rapporteurs' Reports, strategies, plans of action and much more. Updated daily.

(*b*) *United Nations Documentation*: Research guide: a frequently updated tool providing an overview of UN documentation as well as tips for conducting research.

(*c*) *Documents Alert*: a service highlighting important documents as they are issued. Documents are selected from new material received by the Library and available on the Optical Disk System. Citations include title, UN document symbol, date of release, pagination and a brief annotation.

(*d*) *United Nations System Pathfinder*: A guide to major publications of organizations of the United Nations system, including global studies and reports, handbooks and guides, bibliographies and indices, international statistical publications, compilations of treaties, resolutions and documents as well as annual reports of UN bodies and specialized agencies.

(*e*) *Maps (peacekeeping missions)*: Current deployment maps for ongoing peacekeeping missions, with links to background information on each mission. Updated regularly.

(*f*) *Topical bibliographies*: on items of current interest such as United Nations reform, peacekeeping operations, the Office of the Secretary-General, etc.

Electronic resources available in the Dag Hammarskjöld Library

Optical Disk System (ODS) workstations: four workstations for accessing the Optical Disk System (ODS) are available in the Woodrow Wilson Reading Room (room L-201), and the General Reference Reading Room (L-105).

Internet workstations: multiple workstations for accessing the Internet are available in the General Reference Reading Room of the Library (room L-105). Access is provided on a first-come, first-serve basis, with priority given to delegates. Printers are available but downloading to diskette is strongly encouraged.

***NewsEdge* workstations**: two workstations for public and independent access to *NewsEdge* are provided in the General Reference Reading Room of the Library (room L-105). *NewsEdge* is a live-time newsfeed which carries stories, as they are reported, by the major international news agencies (e.g., Reuters, Agence France Press, etc.). As above, access is on a first-come, first-serve basis and downloading to diskette is strongly encouraged.

***ProQuest* workstations**: access to an extensive collection of full-text CD-ROMs containing articles from general, business and social science periodicals is available in the Periodicals Reading Room (L-B1-10) at these workstations.

On-Line Services/CD-ROMs: the Library subscribes to a wide range of on-line services (e.g., *Lexis-Nexis, DIALOG*, etc.) and an extensive collection of full-text and bibliographic CD-ROMs (e.g. *The New York Times, Le Monde, EconLit, PAIS*, etc.). A select few require the mediation of a librarian but most are available for independent use.

CD-ROM Help Desk: at all service points, fully-staffed Help Desks and guide sheets are available for delegates requiring assistance in the use of the Library's electronic resources.

Electronic news dissemination services of the Library

For all delegates having e-mail capability, the Dag Hammarskjöld Library offers customized, electronic delivery of time/mission-critical information. In addition to full-text news alerts from local sources around the world (*World News Connection*), the Library can also provide desk-top delivery of news and in-depth analysis from other daily and weekly sources (e.g., *Oxford Analytica, Middle East Mirror, SouthScan*, etc.). For more information about this service and/or a complete list of electronic publications available, please contact dhlpubh@un.org or call ext. 37392.

The Library provides another current awareness service entitled "UN in the News". This daily service transmits a limited and highly-selective number of stories carried by the media concerning the Organization. The focus of this service is on UN reform, new appointments, budgetary matters, etc. and is available to any interested delegate with e-mail capability. Please contact dhlpubh@un.org or call ext. 37392.

Remote access

In addition to information provided on-site or by e-mail, the Library provides the permanent missions with remote access via the Internet to the following services: *Newsedge*; *Proquest Direct* (full-text of 10 major newspapers and over 3,000 journals in a variety of disciplines); *Economist Intelligence Unit* and *EIU ViewsWire* (country reports and forecasts, political risk, business newsletters, etc.); *EFE Spanish News Agency* (Spanish-language news). In addition, two products from Lexis-Nexis UNIVERSE (news) and XCHANGE (legal information) are available on a fee basis ($125 per month per product), with subscriptions coordinated by the Library to secure volume discounts. To register for any of the above services, contact cherifm@un.org or call 963-5142.

Training for delegations

The Dag Hammarskjöld Library offers basic and advanced training in the management and use of UN documentation as well as in the use of electronic resources. Included in the course offerings are a one-hour, hands-on

course in retrieving and downloading information from the Internet ("CyberSeek"). Training is on an ongoing basis and is open to all delegates and government officials. For further information and/or a complete list of the training courses offered, please contact ext. 35321.

United Nations Depository Libraries

In addition to offering library/information services at Headquarters, the Dag Hammarskjöld Library maintains a network of 373 United Nations Depository Libraries in 143 Member States and territories. These libraries provide access to collections of United Nations documents and publications in appropriate official languages, as well as reference services to government officials, the academic community, media representatives, non-governmental organizations, and other members of the general public. Inquiries regarding Depository Libraries may be made to the Depository Libraries Officer on ext. 37444.

Contacts:

Inquiries may be made in person, by telephone, by fax or by e-mail to each of the following service points:

	Ext.	Fax	Room	e-mail
Head Librarian	37443	32388	L-327A	dickstein@un.org
Depository Libraries Officer	37444	31779	L-221G	dhldl@un.org
League of Nations, United Nations and Specialized Agencies Collections				
Reference services	37412	31779	L-201	dhlunsa@un.org
Loan services	37422	31779	L-260	

Media, public and library services

General collection (government documents, serials, newspapers, etc.)				
Reference services	37394	38861	L-105	dhlgenref@un.org
Loan services	37384	39256	L-B1-10	
Interlibrary loan	32015	39256	L-B1-68	dhlill@un.org
Map library				
Reference and loan services	37425	31779	L-282	dhlmap@un.org
Legal library				
Reference and loan services	35372	31770	S-3455	dhllegal@un.org
Statistical library				
Reference and loan services	38727	30479	DC2-1143	dhlstat@un.org
Electronic Information Resources	35142	32608	L-166A	cherifm@un.org

V. Facilities and services for delegations

Delegates' cloakrooms

A cloakroom is available to delegates. It is located in the General Assembly building to the left of the Delegates' Entrance on the first floor. The United Nations is not responsible for money, jewellery, negotiable papers and other valuables left in cloakrooms. Such valuables should be removed from articles to be deposited. Open from 9 a.m. to 7 p.m., Monday to Friday, starting 15 October until 15 May.

Self-service facilities are also available in various locations; the United Nations is not responsible for articles left in these areas and signs to this effect are posted.

Delegates' lounges

The delegates' north lounge, snack bar and south lounge bar are located on the second floor of the Conference building. The north lounge is open from 11 a.m. to 8 p.m. and the snack bar from 10 a.m. to 5 p.m., Monday to Friday. During sessions of the General Assembly, the Café Vienna in the S-B-1 conference area is open from 9 a.m. to 6 p.m., Monday to Friday.

From the first day of the fifty-fourth session of the General Assembly (i.e. 14 September 1999) until its December 1999 recess, members of delegations are asked not to invite to the Delegates' lounge persons other than those holding valid United Nations identification.

Payment for service should be made in cash. Credit cards are accepted in the north lounge bar only.

The opening of the south lounge bar is contingent upon meetings of the General Assembly and the Security Council. During sessions of the General Assembly the lounge bar is open from 11 a.m. to 7.30 p.m., Monday to Friday.

Members of delegations are reminded that consumption of refreshments is not permitted in conference rooms or in the Library Auditorium foyer.

Dining-room and cafeteria facilities

Delegates' dining-room

The hours of service are from 11.30 a.m. to 2.30 p.m. The limited accommodation does not permit the reservation of tables permanently or from the first day of the fifty-fourth session of the General Assembly until its December 1999 recess. Members of delegations should make reservations by telephone each morning (ext. 37625 or 37626). Reservations cannot be held for more than 15 minutes after the appointed time. Daily menus are posted on the bulletin board near the elevator at the entrance to the dining-room.

Payment for service should be made in cash or by credit card. Personal cheques are not accepted.

Separate dining-rooms, which may be reserved for parties of 10 guests or more, are available for private luncheons. In order to ensure availability of these facilities, delegation members are requested to make reservations two weeks in advance. Arrangements required, including for menus, should be coordinated with the United Nations Catering Service (ext. 37098 or 37099).

Children under 10 years of age cannot be accommodated in the Delegates' dining-room. Patrons are not permitted to take photographs. Proper attire is required at all times.

Delegates wishing to hold evening receptions or functions at Headquarters should make the necessary arrangements through the United Nations Catering Service (ext. 37098).

When formal invitations are to be sent out, all arrangements should be made as far as possible in advance of the function. Invitation cards should stipulate that guests are required to present their cards at the Visitors' Entrance and then to pass through a magnetometer. Guests will also be required to present their invitation cards at the entrance to the reception room. A list of the guests and a sample invitation should be submitted to the Chief, Security and Safety Service (room C-110B), well in advance of the reception.

Cafeteria

The Main Cafeteria is located on the first floor, South Annex, south side of the Secretariat building. Hours of service are from 8 a.m. to 8.30 p.m., Monday to Friday. Breakfast is served from 8 a.m. to 10 a.m.; lunch from 11 a.m. to 3 p.m. Light snacks, salads and pizza are available between 3 p.m. and 8 p.m. Dinner is served from 5 p.m. onwards, and the menu includes daily specials, pasta and dishes from the grill. From the first day of the fifty-fourth session of the General Assembly until its recess in December, the Main Cafeteria will be open on Saturdays from 9 a.m. to 3 p.m. The Cafeteria is closed on Sundays.

Staff café

The staff café is located on the fourth floor of the Conference building. Hours of service are from 12 noon to 3 p.m., Monday to Friday. It is closed on weekends and on United Nations holidays. Payment for service should be made in cash or by credit card. Personal cheques are not accepted.

Vending machine area

Food-vending machines are available on the third floor (ex-Press Bar) of the General Assembly building. The area is open 24 hours a day, seven days a week.

United Nations Correspondents Association (UNCA) Club

From the first day of the session of the General Assembly until its recess in December the UNCA Club, located on the third floor of the Secretariat building, is open for snacks from 9 a.m. to 4.30 p.m., Monday to Friday.

Visitors Coffee Shop

The Visitors Coffee Shop is located on the concourse level of the General Assembly building. Hours of service are from 8.30 a.m. to 4.30 p.m., seven days a week.

Delegates' guests

Unaccompanied guests or visitors wishing to meet a delegate at United Nations Headquarters will be directed to the Visitors' Entrance located at 46th Street and asked to pass through a security screening area before admission to the General Assembly or Conference buildings. To facilitate the screening of guests of members of delegations, a magnetometer, separate from that used to screen tourists, has been set up. Members of delegations will be expected to accompany their guests at all times while on the premises and escort them back to the visitors' lobby at the time of their departure. Guests will be expected to deposit a photo identification, which can be retrieved prior to leaving the visitors' lobby. Staff on duty at the desk will make arrangements for contacting the delegate.

Delegates' typists' rooms

Typists' rooms are available at the following locations on the second floor in the Conference building: rooms C-211A and C-211B.

In the event that a United Nations typewriter requires repair, delegates are requested to advise the responsible official (ext. 36262).

Photocopier for delegates' use

A photocopier is available for the use of delegates in the General Assembly Hall, by the west wall near the documents distribution counter.

Sound reinforcement systems

Written requests for sound reinforcement systems (microphones, amplifiers, loudspeakers, etc.) should be directed to the Broadcast and Conference Engineering Unit (room L-B1-30, ext. 37452 or 30671).

Video projections

Multi-standard VCRs, television sets and video projectors, as well as slide projectors, can be provided on a first-come, first-served basis. Owing to the limited amount of equipment available, 72 hours' advance notice is required. Written requests for this audio-visual support equipment should be directed to the Broadcast and Conference Engineering Unit (room L-B1-30, ext. 37452 or 30671).

Video conferencing

International video conferencing is possible from several locations at United Nations Headquarters. Written requests for this service should be directed to the Broadcast and Conference Support Section (contact: Mr. Alain C. Moerenhout, room S-1931B, ext. 39485 or Mr. Henry Withers, room S-2035B, ext. 33337).

Mail and messenger services

Delegations are requested to deposit with the Incoming Mail Unit (room B3-02) any official correspondence intended for distribution to the Secretariat.

Messenger service within the Headquarters buildings is available through the delegates' aide in the delegates' north lounge. During meetings, messenger service may be obtained through the conference officer.

Telecommunications services

Telephone

The main listed number of the United Nations is 963-1234. Direct calls from outside the United Nations to staff and services can be made by dialling the exchange 963 (preceded by the area code 1-212 if required) followed by the correct four-digit extension as listed in the United Nations telephone directory. Direct internal calls can be made by dialling the access code "3" plus the last four digits shown in the directory.

It should be noted that staff of the United Nations Development Programme (UNDP), the United Nations Population Fund (UNFPA) and the United Nations Children's Fund (UNICEF) are on different exchanges. Direct calls from outside to UNDP staff may be made by dialling the area code, if necessary, exchange 906 + the four-digit extension. The exchange number for UNFPA is 297 and that for UNICEF is 326.

Arrangements have been made for personnel on the 963 exchange to dial directly to UNDP, UNICEF and UNFPA. Direct internal calls may be made to UNDP by dialling the access code "4", waiting for the dial tone and then dialling the four-digit extension; and to UNICEF by using the same system when dialling the access code "5". Direct internal calls to UNFPA may be made by dialling 63, waiting for the dial

tone and then dialling the four-digit extension. If the extension is not known, the operator on "0" will provide the number. In the case of an outside call, the operator will switch the call to the person required.

The number of the Information Desk in the Delegates' Lounge is 963-8902 or 963-8741. Incoming calls to the Delegates' Lounge are answered by the Information Desk and delegates will be paged on the loudspeaker system. Long-distance calls may be placed from booths located in the Delegates' Lounge or in the conference areas by dialling "0" to reach the operator. Local calls may also be made from these booths or from the house telephones available in the Delegates' Lounge by dialling "9" and the telephone number.

Telegraph

The following communications carrier, which provides telex, cablegram and telefax services for worldwide communications, has an office situated on the third floor of the Secretariat building:

- *MCI International, Inc.*
  (room S-0344, ext. 37142)

United Nations Postal Administration

Philatelic sales

United Nations stamps may be purchased for both postage and philatelic purposes at the United Nations Postal Administration sales counter on the concourse level of the General Assembly building (ext. 37698). The sales counter is open from 9 a.m. to 5.15 p.m. seven days a week, except when the Headquarters building is closed to the public. Facilities for posting mail are available at this counter. The United Nations Postal Administration operates a philatelic office in room DC2-0625 (ext. 37684), which services mail orders for stamps and other philatelic items. United Nations stamps are issued in three currencies, namely, United States dollars, Swiss francs and Austrian schillings and are valid for mailing only from United Nations Headquarters, New York, the Palais des Nations, Geneva, and the Vienna International Centre, respectively.

Post Office

A sub-branch of the United States Post Office is located on the concourse level in room S-B1-26 (ext. 37353) and is open from 9 a.m. to 5.30 p.m., Monday to Friday. The services provided are the usual postal services for private or official delegation mailings, including parcel post, air mail, registered and insured mail, international and domestic money orders, information about postage rates and regulations concerning entry or dispatch of parcels to and from various countries. All mail must bear United Nations stamps in United States denominations. Mail with United Nations stamps af-

fixed may be deposited at the delegates' aides' desk in the north lounge or dropped into the letter chutes in the Secretariat building for collection by messenger and onward dispatch by the Post Office.

Parking

The Garage Administration will schedule delegations to apply for and pick up parking decals. Applications for decals should be submitted to the Protocol and Liaison Service (room S-0201, ext. 37172) with the required attachment of valid vehicle registration. The application will be forwarded to the Garage Administration (room CB-021, ext. 36212/3) by the Protocol and Liaison Service. Only one decal will be issued per delegate for use on a vehicle with "D" plates. Decals will be issued only to members of delegations duly accredited to the United Nations.

Applications for decals from observer State missions, intergovernmental and other organizations listed in chapters III, IV and V of the "Blue Book" must be submitted to the Protocol and Liaison Service and thereafter to the Garage Administration for appropriate action. The issuance of parking decals to observer State missions, intergovernmental and other organizations will be limited to persons enjoying diplomatic status.

Vehicles with "S" plates registered in the name of mission staff will not be authorized to park in the United Nations compound.

Permanent missions may apply for a temporary identification decal (fuschia) for the fifty-fourth session of the General Assembly. Special decals may also be issued to admit

vehicles rented from established and bona fide companies for use by accredited delegates, visiting dignitaries and diplomats officially attending meetings during the session. Application forms may be obtained from the Garage Administration (room CB-021) and thereafter submitted to the Protocol and Liaison Service (room S-0201). The application and a copy of the rental agreement should be submitted to the Special Services Unit (room S-101) for clearance prior to submission to the Garage Administration for issuance.

Parking decals must be displayed prominently and be clearly visible to security officers and Garage Administration staff at entry points and while the vehicles are on the premises. Vehicles not having or displaying a valid decal are liable to be towed off the premises.

Prior to the issuance of decals for the new General Assembly session, all decals issued previously to delegations must be returned to the Garage Administration (room CB-021). Also, decals belonging to delegates who are departing from Headquarters or issued for vehicles no longer in use must be returned to the Garage Administration office. Any changes in vehicle usage must be reflected on the respective decals and as such should be brought to the Garage Administration for processing.

In pursuance of section II of General Assembly resolution 39/236, parking privileges of any delegate whose parking fees are in arrears by more than three months will be suspended as of September 1999. Privileges will be restored once the arrears have been paid in full. Prior to a delegate's departure, he/she should contact the Garage Administration office in order to settle any outstanding dues.

Delegation cars bearing United Nations diplomatic plates and identification decals valid for the current session of the General Assembly may be parked on the first level and in a designated area at the southern end of the second level of the garage without charge while representatives are on official business. They may be parked in the garage overnight at the rate of $2.50 per night. Invoices for this service are sent to delegates and to delegations shortly after the end of every month. These invoices are due upon receipt and should be settled by cheque paid to the order of "United Nations" and sent to the United Nations Garage Administration (room CB-021, ext. 36212 and 36213).

Entrance to the grounds

Vehicular access through the Secretariat entrance located on First Avenue will be restricted solely to the vehicle, identified by a special sticker, of the Permanent Representative. All occupants riding in the car will be required to display valid United Nations identification cards. In order to reinforce safety measures, temporary stationing of the vehicle of the Permanent Representative in the Secretariat circle will be limited to clearly marked parking areas. All other vehicles bearing a decal will be required to enter through the 48th Street entrance.

Rented vehicles which have been issued special decals, which permit drop-off/pick-up only, may enter through the Secretariat entrance located on First Avenue. Such vehicles will not be permitted to park on United Nations premises.

Access to the garage

Chauffeur-driven cars identified by special stickers issued to Permanent Representatives may use the ramp at the 43rd Street entrance for access to the garage.

Chauffeurs should remain in the ready room, located in the first garage level, while on call by delegates. The security officer at the Delegates' Entrance of the General Assembly building pages chauffeurs whenever they are required.

Liability for loss and damages

In arranging for parking facilities to be available, the United Nations seeks to accommodate delegations. Garage users are warned that incidents of theft and vandalism have occurred inside the garage, as it is not possible to have all vehicles under surveillance all the time. The United Nations does not warrant or promise the safety of vehicles or property left in the garage, and users acknowledge and accept that the United Nations cannot guarantee the safety of any vehicles, or property inside them, left in the garage.

Local transportation

The United Nations does not provide cars for delegations. It is suggested that delegations requiring local transportation make their own arrangements with local firms.

Reimbursement of travel costs

Delegations entitled to reimbursement of transportation costs, in accordance with the provisions of the Rules Governing Payment of Travel Expenses and Subsistence Allowance in Respect of Organs or Subsidiary Organs of the United Nations (ST/SGB/107/Rev.6 of 25 March 1991) may submit claims on form F-56 (Reimbursement voucher for official travel of representatives of Member States). Such claims must be accompanied by bills, vouchers or ticket stubs. If requested, the United Nations would arrange transportation, wherever possible, between the capital city of a Member State to the place of the meeting; for this purpose, delegations should use form PT-137 (Transportation services to delegations). Both forms may be obtained from, and returned to, the respective Executive Office of the Department, or the Secretary of the organ or conference administering the travel. Completed forms should be signed by the head of the delegation (or his or her designated representative) and submitted as promptly as possible. The United Nations will not be liable for any claim for reimbursement of travel expenses submitted later than 31 December of the year that follows the closing date of the session of the organ or subsidiary organ to which the claim relates.

In accordance with General Assembly resolution 41/213, reimbursement is limited to the cost of round-trip travel, by most direct route, between the capital city of the Member State to Headquarters, for a maximum of one first-class ticket for the head of delegation and four tickets in the class immediately below first class for journeys exceeding 9 hours duration by air or four tickets at the least costly economy airfare for journeys under 9 hours duration by air

for other members of the delegation accredited to the respective session of the General Assembly. Further information may be obtained by calling 35832.

When Permanent Representatives of Member States accredited to the United Nations are invited to travel for official United Nations work, or when the travel of members of organs or subsidiary organs exceeds nine hours, business class tickets will be issued in accordance with General Assembly resolution 45/248.

Travel facilities

The official travel agency of the United Nations in New York, American Express, will assist delegations, to the extent possible, in making travel arrangements, ticketing and hotel reservations. The office, which is located in room S-2008, is open from 9 a.m. to 6 p.m. (ext. 36280).

City liaison and legal assistance

The New York City Commission for the United Nations, Consular Corps and Protocol is the official liaison between the Mayor's Office, as well as all city agencies, and the diplomatic and consular community. Its primary purpose is to provide information and assistance on a diverse range of matters, from educational, household and personal concerns to legal and commercial problems. Newly arrived diplomats and consular officers are greeted and provided with a kit of information on New York City. The Commission also assists private citizens and local businesses in interacting with diplomatic and consular individuals and organizations.

All members of the diplomatic and international community are welcome to call the Commission for assistance throughout their stay in New York. The Commission is comprised of the following four divisions: United Nations and Consular Corps Affairs (which includes the Legal Department), Protocol, International Business, and the Sister City Program of the City of New York.

For further information, please call 319-9300 or fax 319-3430. The Commission is located at Two United Nations Plaza (DC-2), 27th floor, New York, N.Y. 10017.

Hospitality

The Hospitality Committee for United Nations Delegations, Inc., is a private self-supporting and non-political organization devoted to helping delegates and their families feel welcome in New York and the surrounding area. Volunteers arrange hospitality in American homes and visits to such places of interest as museums, schools, hospitals, courts, private art collections and the stock exchange. Complimentary tickets to cultural and sporting events are sometimes available.

The Committee also offers courses at their English Language School. The programmes are open to everyone associated with the United Nations. Four sessions (8 weeks each) are held between September and June.

Information about these activities may be obtained from room GA-101 (ext. 37182, 37183 or 38751).

Banking facilities

The Chase Bank maintains two branches located in the United Nations vicinity:

Chase Bank
United Nations Secretariat building, fourth floor
Hours: Monday to Friday: 9 a.m. to 3.30 p.m.
Telephone: (212) 223-4322
Internal telephone: ext. 37108 or 37109
ATM (cash machine) on the first floor of the Secretariat building available 24 hours*

Chase Bank
825 United Nations Plaza — street level
First Avenue and 46th Street
Hours: Monday to Friday: 9 a.m. to 3 p.m.
Telephone: (212) 557-0431
Vestibule with four ATMs** available 24 hours

ATM service is offered in English, French and Spanish and requires the use of an ATM card. The following services may be obtained through Chase ATMs: transfers, deposit payments, cash withdrawals, balance inquiries and statement printing of the last five transactions. In addition, the ATM card will access 150,000 network locations, namely, NYCE®, MAC®, PLUS®, CIRRUS®, PULSE®, Mastercard®/ VISA® cash machines, through the United States, Canada and worldwide for cash withdrawals and balance inquiries.

* Deposit option not available at this ATM.

** Service is available in Russian at these ATMs.

Delegates may also utilize the five cash machines (ATMs) of the United Nations Federal Credit Union (UNFCU). Four machines are available 24 hours a day, seven days a week at the following locations: Secretariat building, first floor; UNDC 1 building, third floor; and UNDC 2 building, third floor (two machines). A fifth ATM, located in the Credit Union's Secretariat branch office on the fourth floor of the Secretariat, is available from 8.30 a.m. to 4 p.m., Monday to Friday. All five machines can be used for balance inquiries and cash withdrawals and accept the following cards: UNFCU CashCard, NYCE®, CIRRUS®, VISA®, Mastercard®, PLUS®, American Express "Express Cash"®, Discover®, PULSE® and HONOR®.

Newsstand

There is a newspaper and confectionery stand in the lobby of the Secretariat building, which is open from 8 a.m. to 5.30 p.m., Monday to Friday. It is closed on weekends and holidays.

Bookshop

Over-the-counter services are available at the United Nations bookshop located in the concourse area of the public lobby at the north end of the General Assembly building. In addition to publications by the United Nations and its specialized agencies, other publishers are represented on themes addressed by the United Nations. Souvenir postcards, posters and stationery items are also available for sale. Delegates are entitled to 25 per cent discount on United Nations publica-

tions and 10 per cent discount on all other items over $3 on purchases made at the bookshop. There is an entrance for delegates only at GA-032A.

Sale of publications

The United Nations publishes over 400 new publications each year, providing an invaluable source of information on the world's most important issues. Its wide range of publications keeps readers throughout the world up to date with latest developments in the areas of international politics, law, social issues, the environment and economics, as well as provides numerous important reference works and all the official records of the Organization. Microfiche, CD-ROM and electronic databases are available in addition to publications. The United Nations also acts as a distributor for publications by ICJ, UNICEF, UNITAR, UNIDIR, UNIDO, UNDP, UNFPA, UNU, INSTRAW, UNEP and UNICRI. Orders for information on United Nations publications can be obtained by contacting: United Nations Publications, Two United Nations Plaza, room DC2-0853, New York, N.Y. 10017; tel. (212) 963-8302; fax (212) 963-3489; e-mail: publications@un.org.

Meditation room

The meditation room is located in the north-west end of the entrance level of the General Assembly building. The designated hours are from 8 a.m. to 9 a.m., and from 11 a.m. to 2 p.m. The security supervisor in the area will be available to assist with access to the room.

Delegates' quiet room

There is a quiet room for delegates in the delegates' south lounge on the second floor, Conference building.

United Nations Gift Centre

The Gift Centre is located on the concourse level of the General Assembly building. *Objets d'art*, handicrafts, costume jewellery, souvenirs, United Nations medals and flags of Member States are on sale. Delegates are entitled to a 20 per cent discount on all purchases upon presentation of valid United Nations identification. The Gift Centre is open seven days a week from 9 a.m. to 5.30 p.m. from March to December. It is closed on weekends during January and February.

Request for use of United Nations premises

In the interest of ensuring the security and safety of all concerned, as well as in the light of the increasing number of requests for use of facilities, representatives of permanent missions are asked to use the utmost discretion when sponsoring events to ensure that the activities are of a non-commercial nature and consistent with the principles and aims of the United Nations. When sponsoring events on behalf of accredited non-governmental organizations with the United Nations, representatives of missions are reminded that, notwithstanding the worthiness of the purpose of the event, no substantive business such as the passage of resolutions, holding of elections, presentation of awards, solicitation of

funds nor the conduct of ceremonies of any kind may be conducted. Requests for the use of the premises for events should be addressed to the Assistant Secretary-General for Central Support Services (room S-2127B, ext. 31889, fax 963-4217). Once approval has been obtained, a ranking member of the mission must attend and/or preside over the meeting or event in its entirety. Any and all financial obligations arising from the meeting or event shall be the sole responsibility of the sponsoring mission.

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